



**Bill Moseley**  
Director

### **Mission Statement**

*To honor the commitment and sacrifice of our veterans, military and their families, and promotes awareness of their contributions and unique challenges, Veterans Affairs identifies and obtains benefits and services through advocacy, outreach and education, thereby contributing to the quality of life and well being of our communities.*



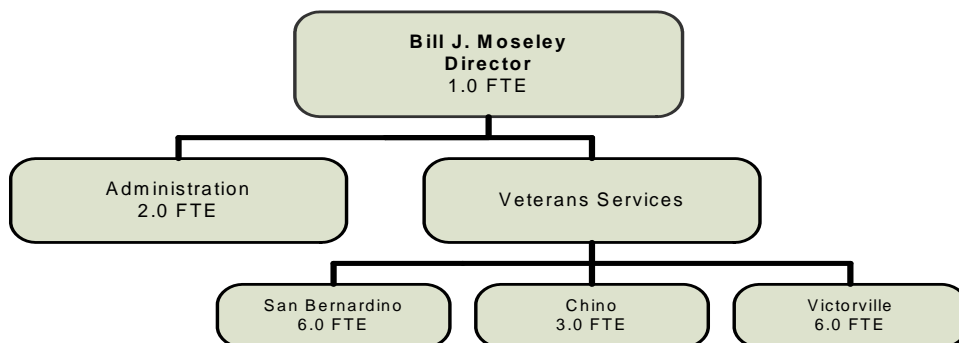
### **GOALS**

**EMPHASIZE HIGHER  
STANDARDS OF  
CUSTOMER SERVICE**

**PROMOTE STAFF  
TRAINING AND  
DEVELOPMENT**

## **VETERANS AFFAIRS**

### **ORGANIZATIONAL CHART**



### **DESCRIPTION OF MAJOR SERVICES**

According to the Secretary of the U.S. Department of Veterans Affairs, approximately one out of every three people in the United States is a potential Department of Veterans Affairs (VA) beneficiary. The VA provides claims assistance, information and referral, advocacy, and outreach to county residents. These benefits include medical care, life insurance, home loans, pension benefits, disability compensation, education, and vocational rehabilitation. County VA employees are often the initial contact with the VA system for veterans and recently discharged military personnel in our community.

Services to the veterans' community are concentrated in the following areas:

#### **Claims Assistance**

Provide benefits counseling, claim preparation, and development of material evidence. Monitor claim adjudication and resolve issues or questions in favor of the veteran. Provide assistance with administrative and appellate review of claims.

#### **Information and Referral**

Make referrals to other county departments, area homeless providers, emergency service providers, and state and federal agencies.

#### **Advocacy**

Provide individual advocacy, advocacy at the policy and legislative levels, and provide state and federal elected officials with technical assistance regarding veterans' legislation.

#### **Outreach**

Conduct outreach to retirement homes, mortuaries, schools, military separation programs, and service organizations such as the American Legion, Disabled American Veterans, Veterans of Foreign Wars, Elks, Rotary, etc., for the purpose of informing the community of veterans' benefits and services.

### **2008-09 SUMMARY OF BUDGET UNITS**

	Appropriation	Revenue	Local Cost	Staffing
<u>General Fund</u>				
Veterans Affairs	1,488,402	349,250	1,139,152	18.0

## GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### GOAL 1: EMPHASIZE HIGHER STANDARDS OF CUSTOMER SERVICE THAT WILL PROMOTE THE HEALTH, WELL BEING, AND QUALITY OF LIFE TO ALL COUNTY VETERANS.

*Objective A: Review customer service policy to ensure full commitment to our customers, which will require participation and support of all Veterans Affairs employees.*

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage of customer service surveys in which clients score their over-all satisfaction as "Outstanding" (an A grade).	*87%	*89%	*90%	87%	90%

\*Measurement amended to more accurately reflect A grades only instead of grades A and B as done in previous years.

#### Status

The department selected this objective recognizing that customer perception of our service is critical and also in an effort to stress the importance of customer service to our staff and other stakeholders alike. Customer feedback validates that the department consistently provides services of the highest caliber. The comments received from the department's customer satisfaction surveys continue to be extremely positive.

### GOAL 2: PROMOTE STAFF TRAINING AND DEVELOPMENT TO MAINTAIN UNITED STATES DEPARTMENT OF VETERANS AFFAIRS (USDVA) ACCREDITATION.

*Objective A: Collaborate with other Southern California counties to conduct regional quarterly staff training.*

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage of technical staff that will attend quarterly regional training.	88%	89%	100%	90%	100%

#### Status

A key element to providing excellent customer service is the technical proficiency of staff. San Bernardino and six other counties formed the Southern County Veterans Service Officers (CVSO) training consortium and currently meet quarterly at a central location to share in training and the exchange of ideas and information. This past year the CVSO training consortium had a number of trainers representing federal, state, and community based organizations, e.g., Consumer Affairs, Department of Rehabilitation, VA Pension Maintenance Center, VA Insurance Center, and VA Regional Offices in San Diego and Los Angeles. It is also strongly believed that additional training contributes to our overall customer satisfaction ratings and ensures that our customers receive the technically accurate service they deserve.

## 2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2009-10.

## 2009-10 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2009-10.

If there are questions about this business plan, please contact Bill Moseley, Director, at (909) 387-5525.

### 2007-08 ACCOMPLISHMENTS

- ❖ Provided 50 benefit briefings for separating military personnel at county military bases
- ❖ Sent "Welcome Home" letters to military men and women returning to the county from their deployments
- ❖ Conducted training at the Loma Linda VA Medical Center for hospital staff and service officers from San Bernardino and Riverside Counties
- ❖ Conducted the "Support Our Troops 2007" project, which collected 32 pallets of toys, comfort, and hygiene items to local service members and their families



Speaking to troops



Veterans information workshops



Honoring our fallen